

News from HIPAA & Medicaid

AN IMPORTANT MESSAGE FOR THE BILLING STAFFS OF HEALTH-CARE PROVIDERS:

HIPAA COMPLIANCE CONTINUES TO MAKE PROGRESS; MORE THAN HALF OF PHARMACY CLAIMS USING NEW FORMATS

OLYMPIA, WASH. – HIPAA-compliant claims formats being sent to the Medicaid Management Information System increased slowly at the end of October, but pharmacy claims have made spectacular progress. More than half – 64.5 percent – of the pharmacy claims filed last week used the new 5.1 formats; overall, 55.9 percent of all the pharmacy claims filed in the two weeks after the October 16 deadline have been HIPAA-compliant. A sampling of other states who met the October 16 deadline indicates that Washington's experience is being shared elsewhere – good participation by pharmacies, but slower growth among hospitals, clinics, dentists, doctors and other individual providers. The number of physicians and hospitals filing 837 claim formats increased slightly during the second week after the October 16 deadline. Doctors and clinics using the 837 increased from 214 to 221 during the week, although some of the new providers were heavy claims filers, based on last year's filings. The number of providers using the new interactive eligibility query/response format (270/271) doubled in the second week, jumping from six to 12, although the number of inquiries only increased from 44 to 53. A reminder: Providers must enroll with Affiliated Computer Services (ACS) in order to use the new eligibility query.

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PAPER CLAIMS: Washington Medicaid's dual-support is continuing in November, which means providers who are not yet HIPAA-compliant can still file claims the old way. MAA has been closely monitoring claims after the HIPAA deadline and there has not been an apparent switch to paper so far by providers trying to sidestep HIPAA requirements. That is good news for everyone, since an increase in paper claims will only add to claims-processing time and costs, delaying reimbursements for everyone. MAA will continue to monitor the situation, but there is no need to switch to paper claims.

GOOD-FAITH EFFORTS: The federal Centers for Medicare and Medicaid Services (CMS) say that providers who are pursuing compliance in good faith do not have to worry about liability for non-compliance during the transition. Medicare has also adopted dual support. Providers should, however, be documenting their compliance preparations so that they have a track record of their efforts.

TRAINING OPTIONS: The Medicaid HIPAA Project is investigating the possibility of holding additional provider HIPAA training – focusing on the WINASAP2003 and Web Portal operations. Providers who are interested in such training and who want to suggest time frames should contact Becky Boutilier at boutibm@dshs.wa.gov. The Washington State Medical Association is also holding a HIPAA EDI training for providers in November and December: Mount Vernon, Nov. 18; Seattle, Nov. 19; Olympia, Nov. 20; Tacoma, Dec. 9; SeaTac, Dec. 10; and Bellingham, Dec. 11. For more details, see www.wsma.org/memresources/seminars.html.

CODE SETS: Several providers have asked MAA to publish a list of the old local codes that can no longer be used under HIPAA regulations. Although we do not have a consolidated list of those codes, the deleted codes

can easily be located by program in the newly published billing instructions on the MAA site at <http://maa.dshs.wa.gov>. It's in the menu under Provider Publications.

ENROLLMENT PACKETS: A number of providers have contacted us in recent days in search of missing or delayed responses to their enrollment packets. Some backlog problems did occur in October, but they are being resolved and should be cleaned up by mid-November. ACS and MAA are also exploring ways to make the enrollment process less complicated for providers who may not be conversant with all of the HIPAA transactions. Currently the four most common problems on enrollment forms are: 1) providers not giving their submitter ID number on form; 2) providers using a software vendor where the vendor has not tested with EDI; 3) submission method not clear for each transaction; and 4) additional forms not included where necessary. If you returned your packet to Affiliated Computer Services (ACS) and have been waiting more than a month for the registration information to be returned to you, please e-mail EDI at washington.edi@acs-inc.com beginning Friday. Be sure to include your provider number and full name so we can track down the missing information and get it to you.

DUAL SUPPORT: Washington State has modified its current Medicaid Management Information System (MMIS) computers to handle the new HIPAA-compliant claims. But Medicaid is not turning off its current claims-handling process, so Washington providers will have a backup if their HIPAA claims run into difficulty. MAA strongly advises against reverting to paper claims, because the processing takes longer, costs more, and will delay everyone's claims reimbursements.

HIPAA HELP (Save these contacts):

- **Affiliated Computer Services (ACS)** hot line for technical testing questions on software or ACS EDI GATEWAY SERVICES: [1-800-833-2051](tel:1-800-833-2051)
- **DSHS HIPAA Web site** for free software and HIPAA-compliance information: <http://maa.dshs.wa.gov/dshshipaa>
- **Federal HIPAA compliance site**, with practical advice for providers and the answers to frequently-asked questions (FAQ): <http://www.cms.gov/hipaa>
- **Executive summary of MAA's HIPAA compliance plan:** http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/HIPAAExecSummary_012804.pdf
- **ACS EDI Gateway, Inc.:** http://www.acs-gcro.com/Medicaid_Accounts/medicaid_accounts.htm
- **POS:** Email provider.relations@acs-inc.com or call [1-800-365-4944](tel:1-800-365-4944) to get in contact with customer service representatives and set up testing. Information is also available on the ACS Web site at: <http://www.acspbmhipaa.com>
- **SPECIAL POS SUPPORT:** Randy Stamp (randy.stamp@acs-inc.com)

HUMAN CONTACT:

Chris Johnson, HIPAA Contingency Planning, 360-725-1239

Bob Burlingame, HIPAA Provider Testing, 360-725-1256

Becky Boutilier, HIPAA Communications Manager, 360-725-2129 (boutibm@dshs.wa.gov)

Jim Stevenson, MAA Communications Director, 360-725-1915 (stevejh2@dshs.wa.gov)

Send email questions to hipaacomunications@dshs.wa.gov

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